



AGENDA FOR THE ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE

Members of the Environment and Regeneration Scrutiny Committee are summoned to a meeting, which will be held in Committee Room 4, Town Hall, Upper Street, N1 2UD on **3 November 2016 at 7.00 pm.**

Stephen Gerrard
Director – Law and Governance

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Despatched : 24 October 2016

Membership

Councillor James Court (Chair)
Councillor Dave Poyser (Vice-Chair)
Councillor Raphael Andrews
Councillor Mouna Hamitouche MBE
Councillor Gary Heather
Councillor Clare Jeapes
Councillor Caroline Russell

Substitute Members

Councillor Theresa Debono
Councillor Satnam Gill OBE
Councillor Alice Perry
Councillor Angela Picknell

Quorum is 4 members of the Sub-Committee



| A. Formal Matters | Pages |
|---------------------------------------|--------------|
| 1. Apologies for Absence | |
| 2. Declarations of Substitute Members | |
| 3. Declarations of Interest | |

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a)Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

| | |
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| 4. Minutes of Previous Meeting | 1 - 4 |
| 5. Public Questions | |
| 6. Chair's Report | |

| B. Items for Decision/Discussion | Pages |
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| 1. Quarter 1 Performance Report - Environment and Regeneration | 5 - 16 |
| 2. Flood Preparedness | Verbal |

3. Work Programme

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C. Urgent non-exempt items (if any)

Any non-exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of press and public

To consider whether, in view of the nature of the remaining items on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential/exempt items

F. Urgent exempt items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Environment and Regeneration Scrutiny Committee will be on 5
December 2016

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London Borough of Islington

Environment and Regeneration Scrutiny Committee - 20 September 2016

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Committee Room 5, Town Hall, Upper Street, N1 2UD on 20 September 2016 at 7.00 pm.

Present: **Councillors:** James Court (Chair), Raphael Andrews, Gary Heather, Clare Jeapes and Caroline Russell

Councillor James Court in the Chair

59 **APOLOGIES FOR ABSENCE (Item A1)**

Apologies were received from Councillors Mouna Hamitouche and David Poyser.

60 **DECLARATIONS OF SUBSTITUTE MEMBERS (Item A2)**

There were no declarations of substitute members.

61 **DECLARATIONS OF INTEREST (Item A3)**

There were no declarations of interest.

62 **MINUTES OF PREVIOUS MEETINGS (Item A4)**

RESOLVED:

- 1) That the minutes of the meeting held on 24 May 2016 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.
- 2) That the minutes of the meeting held on 27 June 2016 be confirmed as an accurate record of proceedings subject to the following amendment and that the Chair be authorised to sign them:
 - That Minute 58 – Scrutiny Topics, bullet point 2a be amended to include details of any work the council was undertaking in relation to photovoltaic panels on private roofs.

63 **PUBLIC QUESTIONS (Item A5)**

There were no public questions.

64 **CHAIR'S REPORT (Item A6)**

There was no chair's report.

65 **FUEL POVERTY SCRUTINY REVIEW - 12 MONTH REPORT BACK (Item B1)**

John Kolm-Murray, Seasonal Health and Affordable Warmth Co-ordinator presented the report back.

In the discussion the following points were made:

- Over 98% of directly managed properties were now rated at Band D or above.
- A current barrier to using environmental health powers to address problems of private landlords not meeting standards was that fines were small and it was not a priority for trading standards. The council was working with landlords to improve standards.
- A lot of time was spent trying to engage with the health sector. It was hoped the health service would realise the impact housing could have on health. Given that

Islington had one of the highest rates of Chronic Obstructive Pulmonary Disease (COPD) and one in nine children in Islington had asthma, IT was not considered that there were enough referrals from the health service. There were referrals from the UCH paediatric respiratory department but very few from GPs even though all GPs were aware of the service. Many GPs had stated they did not get time to discuss living conditions with patients and others claimed the evidence was not clear enough and were instead focused on the medical approach rather than considering wider determinants such as housing, poverty and social isolation.

- Community nurses visited patients in their homes but there were very few referrals from them.
- Public Health England had engaged more than NHS England had.
- The Health and Wellbeing Board were encouraged to take more leadership on leading a culture change.
- From 2017/18 the Warm Home Discount would be paid directly from the government to eligible households.
- It was hoped that the Digital Economy Bill would increase the opportunities for more data sharing to take place between energy companies and the council.
- The new Deputy Mayor for Environment and Energy had recently been appointed. The council would continue to work with the Deputy Mayor to deliver the best deal for London boroughs. The council would continue to lobby for 15% of Energy Company Obligation (ECO) funding to be given to London schemes based on population size. As suppliers could choose where they delivered their obligation, they had a reluctance to work in London due to parking concerns, the congestion charge, planning restrictions, the nature of housing stock with 80% of residents living in flats, 50% of homes in a conservation area, many in listed buildings and 60% of housing stock being built before 1919.
- The council continued to share best practice with partners and other authorities. Smart meters were being rolled out.
- The number of debt cases handled by the council energy advisors rose by almost 40% between 2014/15 and 2015/16. There was an 85% success rate in writing off debts.
- The housing voids team contractors now carried out draught proofing to front doors on all properties, unless they were composite uPVC.
- Water bill debt was becoming an increasing problem. The council had an arrangement with Thames Water whereby people on low incomes could apply for a reduction. Small households were encouraged to get a water meter whereas for larger households not having a water meter was generally recommended.
- John Kolm-Murray and his team were thanked for their work.

RESOLVED:

- 1) That the report be noted.
- 2) That the Director of Public Health be invited to a future meeting.

66

COMMUNAL HEATING SCRUTINY REVIEW - 12 MONTH REPORT BACK (Item B2)

Garrett McEntee, Technical Services Manager presented the 12 month report back. In the discussion the following points were made:

- Qualitative research to ask different groups of residents, such as those in work and those at home during the day, how they would use their heating if heat metering was introduced was scheduled to take place by the end of April 2017.
- The compensation scheme had been changed and implemented.
- Work to improve communication with residents on communally heated estates about the responsible use of communal heating systems was ongoing.

- The council continued to apply for Energy Company Obligation (ECO) funding for appropriate schemes. ECO funding was often not available for the types of schemes undertaken as district heating schemes were seen as complicated. ECO could choose which schemes to give funding to and were not keen to work in Islington due to factors such as parking issues, the congestion charge, the type of housing and planning restrictions.
- The council was working towards meeting the EU Energy Efficiency Directive but it was more onerous than expected. It would be completed at block level by the end of 2017.
- The Energy Services Team applied for funding from the £300m Heat Network Development Fund.
- Existing heat networks were updated rather than new systems being installed. Where possible new builds were connected to existing heat networks e.g. Bunhill CHP.
- Concern was raised that £6 a day might not be enough to cover the cost of loss of heating in winter. Members were advised that the Energy Team had concluded that this would cover the cost for the duration the temporary heaters were used.
- Where a block had fewer than 26 units, individual boilers were considered more cost effective. Where there were more than 26 units, communal heating was more cost effective.
- The service had difficulties in recruiting qualified engineers with the correct background. The council was trying to address this.
- In response to a comment that the last three winters had been quite mild and a question as to how the service would cope if there was a cold winter, Garrett advised that having a maintenance programme in place, good dialogue with residents and effective response repairs would minimise problems.
- In response to a member's question about Key Performance Indicators, Garrett stated that there were none but there were weekly reports on plant downtime, some of which was planned and some of which was due to a problem.

RESOLVED:

- 1) That the report be noted.
- 2) That the sub-committee be provided with data on the plant downtime for the winter period and how many incidents took two or three days to resolve.

67

REGENERATION OF RETAIL AREAS SCRUTINY REVIEW - PRESENTATION AND SCRUTINY INITIATION DOCUMENT (SID) (Item B3)

The Scrutiny Initiation Document was discussed.

In the discussion the following points were made:

- The Town Centre Management Team was moving from the Chief Executive's department to the Environment and Regeneration department.
- An introductory presentation to the topic would take place at the next meeting.
- It was recognised that the topic was broad so the review had to be focussed on the tools for achieving the overall aim. It could be possible to undertake a supplementary scrutiny review the following year if the sub-committee considered that other aspects of the topic should be reviewed.
- As there was a lot of evidence to be considered, the witnesses should be grouped into batches of three with the witnesses providing a written briefing in advance of the areas they would cover to help members formulate their questions.

RESOLVED:

That the SID be noted subject to the following amendments:

- That the overall aim be amended to read, 'To encourage the regeneration of retail areas by making Islington more attractive for customers and potential business and to maximise future income under the recent business rate changes.
- That the list of witnesses be amended to include Councillor Asima Shaikh.
- That the list of visits be amended to include attendance at a Town Centre Management Forum meeting.

68 WORK PROGRAMME (Item B4)

RESOLVED:

- 1) That the visit to Gillespie Park and the Ecology Centre be undertaken in Spring 2017.
- 2) That the visit to Bunhill Heat and Power Energy Centre be arranged for a Friday in the near future.

The meeting ended at 8.55 pm

CHAIR



Report of: Corporate Director of Environment and Regeneration

| Meeting of | Date | Agenda Item | Ward(s) |
|--|------------------------|-------------|------------|
| Environment and Regeneration Scrutiny Committee | 3 November 2016 | | All |

| | | |
|-----------------------|--------|------------|
| Delete as appropriate | Exempt | Non-exempt |
|-----------------------|--------|------------|

Report: Quarter 1 Performance Report – Environment and Regeneration

1. Synopsis

- 1.1 Each year the council agrees a set of performance indicators and targets which, collectively, help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the Council's Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out the corporate performance indicator suite for 2016-17, together with a progress update for those indicators related to Environment and Transport over the first quarter of 2016-17 (i.e. 1 April to 30 June 2016).

2. Recommendations

- 2.1 To note progress to the end of Quarter 1 against key performance indicators falling within the remit of the Environment and Regeneration Scrutiny Committee.

3. Background

- 3.1 The council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money. As part of this process, we report regularly on a suite of key performance indicators which collectively provide an indication of progress against the priorities which contribute towards making Islington a fairer place.
- 3.2 The full list of corporate performance indicators and targets for 2016-17 is set out at Appendix A.
- 3.3 This year, rather than Policy & Performance Scrutiny Committee (PPS) scrutinising all quarterly performance reporting, a new approach was agreed whereby each of the four theme based scrutiny committees – Children's Services, Health and Care, Environment & Regeneration, and Housing – will be responsible for monitoring performance in their own areas.

4. Quarter 1 update on Environment and Regeneration performance

4.1 This report contains an update on Environment and Regeneration indicators for Quarter 1.

| Objective | PI No | Indicator | Frequency | Q1 Actual Apr-Jun | Q1 Target Apr-Jun | Target 2016-17 | On/Off target | Same period last year | Better than last year? |
|--|-------|---|-----------|-------------------------|-------------------|----------------|---------------|-----------------------|------------------------|
| <i>Effective disposal of waste and recycling</i> | ER1 | Percentage of household waste recycled and composted | M | N/A | 35.2% | 35.2% | N/A | 32.8% (14/15) | N/A |
| | ER2 | Number of missed waste collections - domestic and commercial (per calendar month) | M | 441 (Q1 average) | 450 | 450 | On | 387 | No |
| <i>Deal promptly with planning applications</i> | ER3 | a) Percentage of planning applications determined within 13 weeks or agreed time (majors) | M | 90.0% | 85% | 85% | On | 91.7% | No |
| | | b) Percentage of planning applications determined within the target (minors) | M | 80.2% | 84% | 84% | Off | 88.9% | No |
| | | c) Percentage of planning applications determined within the target (others) | M | 81.3% | 85% | 85% | Off | 89.4% | No |
| <i>Promote and increase use of libraries and leisure centres</i> | ER4 | Number of leisure visits | Q | 623,661 | 512,609 | 2.145m | On | 585,942 | Yes |
| | ER5 | Number of library visits | Q | 275,341 | 255,526 | 1.021m | On | 253,870 | Yes |
| <i>Tackle fuel poverty</i> | ER6 | Residents' energy cost savings (annualised) | Q | £25,616 | £24,450 | £223,500 | On | N/A | N/A |

NB: Frequency (of data reporting): M = monthly; Q = quarterly

Effective disposal of waste and recycling

- 4.2 Quarter 1 data for the percentage of household waste that is recycled or composted won't be available until later in the autumn. Islington's **recycling rate for 15/16 has been confirmed as 29.4%**, compared to the NLWA agreed target of 34.5%, and down on the 32.8% figure in 14/15. The recycling rates of all NLWA boroughs dropped in 15/16 (and by an average of 1.6% points) and this is mainly attributed to tighter industry-wide regulatory controls around contamination levels. Contaminated loads is mainly a problem for Islington in respect of communal bins, though why the overall impact on our local rate is somewhat higher than the average will need further investigation and it is likely that there are a number of factors at play.
- 4.3 The underlying dry recyclables rate (excluding compostable material, which varies widely across inner and outer London boroughs) stands at 22.1% and is above the average for both London (21.0%) and also the NLWA constituent Boroughs (21.6%).
- 4.4 Average **residual (non-recycled) waste per household** in 15/16 was 412kg, exceeding the target of 422 kg, though not as low as in 14/15. Residual household waste generated per household is the second lowest (best) in London and remains the lowest of the NLWA constituent Boroughs.

- 4.5 The 35.2% recycling rate target for 2016/17 and the subsequent annually increasing targets agreed with North London Waste Authority (NLWA), will be very challenging for the council to achieve.
- 4.6 Average monthly reported **missed waste collections** have increased in comparison to Quarter 1 last year, though remaining within the more ambitious 2016/17 targets. The increase amounts to 14% and is due to the ongoing vehicle availability and reliability issues of an ageing fleet. The average total number of collections each month is 2.08 million, so the current level of reported misses is 0.02%, or around one in every five thousand.

Deal promptly and effectively with planning applications

- 4.7 **Planning applications** performance remains broadly stable. **Majors** performance is on a par with the same quarter last year and above target. With both **Minors** and **Others**, we are initially slightly short of the higher 2016/17 target (and down on the same quarter last year) due to the numbers of already 'out of time' applications that were put through at the start of the year in April. Comparing our 2015/16 performance against other London boroughs, we are in the top quartile for Minors, the 2nd quartile for Others, and the 3rd quartile for Majors (mainly due to the overall proportion of Planning Performance Agreements).

Promote and increase use of public facilities

- 4.8 Library performance in Quarter 1 shows a complex picture. Overall **visits to libraries** are actually up 8.5% on Quarter 1 last year, which appears to reverse the steady trend seen in recent years. However, when analysed, most of the net increase is down to the recent sharing of Finsbury Library with a Housing Office and the front-door counting of both sets of service users.
- 4.9 That said, looking at all the libraries individually (comparing Quarter 1 2016/17 with Quarter 1 2015/16), there are early signs of a possible flattening out of the decline in library visits. Aside from Finsbury, six libraries show broadly similar visitor numbers, three show a healthy increase, while only two appear to continue the previous downward trend. Setting aside Finsbury visits, it is reasonable to conclude that overall Quarter 1 visits are actually on a par with the same quarter last year and which would be a positive development. This will be monitored closely as the year progresses.
- 4.10 Overall Quarter 1 numbers of library issues stood at 176,800, down 7.9% on Quarter 1 2015/16, while 'active borrowers' (those that have taken at least one item out in the last 12 months) now stands at 30,358, or 13.7% of the local population (and virtually identical to the figure last quarter).
- 4.11 Quarter 1 Islington Museum visits and Local History Centre enquiries remained strong at 5,969, comparable to the figures for the same quarter in 2015/16.
- 4.12 **Leisure visits** continue to go from strength to strength, with Quarter 1 standing at over 623,000, well ahead of the contractual target and up over 6% on the same period last year.

Resident's energy cost savings

- 4.13 The Quarter 1 **annualised estimated energy cost savings** for residents was low in absolute terms (as the trend is always seasonal), but marginally ahead of the overall Quarter 1 target. This performance indicator is an aggregated measure of savings achieved by residents through Warm Home Discount, Debt Relief and Energy Doctor (EDTH) visits, and the year has started by being behind on EDTH (due to a contractual interruption) but ahead on debt relief.

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Corporate performance indicators and targets 2016-17

| ADULT SOCIAL SERVICES | | | | | | | |
|--|--------|---|----------------------|----------------|----------------|----------------|---|
| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
| Support older and disabled adults to live independently | ASC1 | NEW: Delayed transfers of care (delayed days) from hospital per 100,000 population aged 18+ | Quarterly | 685.8 | N/A | N/A | Target set by Better Care Fund. This measures our ability to put in place support arrangements for vulnerable adults leaving hospital NB: Issues with data collection in previous years means that there are no reliable figures for 2014/15 and 15/16 |
| | ASC2 | Percentage of people who have been discharged from hospital into enablement services that are at home or in a community setting 91 days after their discharge to these services | Quarterly | 92% | 89.2% | 84.7% | Target set by the Better Care Fund. This would put Islington in the top quartile for similar local authorities. |
| | ASC3 | Percentage of service users receiving services in the community through Direct Payments | Monthly | 40.0% | 30.9% | 31.4% | |
| Support those who are no longer able to live independently | ASC4 | Number of new permanent admissions to residential and nursing care | Monthly | 105 | 106 | 125 | Target set by Better Care Fund. |
| Support carers | ASC5 | Carers' reported quality of life | Annual (Survey July) | 8 | 7.6 | new indicator | Based on responses in Annual Carers Survey. Composite measure using responses to survey questions covering 6 domains: occupation, control, personal care, safety, social participation and encouragement and support. For each area, carers are asked to say whether they have all needs met, some needs met or no needs met. Max score for each domain 2. Max total score is 12. |
| Tackle social isolation faced by disabled people and other vulnerable adults (E) | ASC6 | The percentage of working age adults known to Adult Social Care feeling that they have adequate or better social contact. (E) | Annual (July survey) | 70% | 64.2% | N/A | |

| CHILDREN'S SERVICES | | | | | | | |
|---|--------|---|---|--------------------------------------|----------------------------|---|--|
| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
| <i>Improve access to and uptake of good quality Early Years provision</i> | CS1 | Percentage of 2 year old places taken up by low income families, children with Special Educational Needs or Disabilities (SEND) or who are looked after | Termly (July, November & March) | 72% | 63% (704) | 55% (634) | The % is based on the number of children in funded places compared to the size of the list of eligible parents received from the DWP. |
| | CS2 | Percentage of families with under-5s registered at a Children's Centre | Termly (July, November & March) | 92% | 91% | 88% | The 97% target reflected the requirement for 'outstanding' in the Ofsted Children's Centre Inspection Framework. However, inspections under this framework are currently on hold. This is a stretch target, as our reach is already very high. |
| | CS3 | Number of active childminders | Quarterly | 195 | 187 | 191 | |
| <i>Support families facing multiple challenges and disadvantage</i> | CS4 | Number of families in Stronger Families programme with successful outcomes as measured by payment by results | 2 claims a year - September and January for 15/16 | 100 | 30 families (4%) (Phase 2) | 815 families (100%) (Phase 1 - cumulative over 4 years) | There are different criteria for Phase 1 and Phase 2 in this programme, so the numbers are not comparable. |
| <i>Safeguard vulnerable children</i> | CS5 | Number of new mainstream foster carers recruited in Islington | Monthly | 12 | 9 | New indicator | |
| | CS6 | Number of children missing from care | Monthly | 10 or fewer | 18 | New indicator | |
| <i>Ensure all pupils receive a good education in our schools</i> | CS7 | Percentage of primary school children who are persistently absent (defined as below 90% attendance) | Termly (July, November & March) | 11% or below | 9.5% | New indicator | The target reflects the government's new, stricter, definition of persistent absence |
| | CS8 | Number of children in Alternative Provision | Quarterly | 100 or fewer | 127 | 153 | |
| | CS9 | Percentage of pupils achieving five or more A*-C grade GCSEs (including Maths and English) | Annual | At or above the inner London average | 57.9% | 59.9% | Inner London average for 2015/16 was 59.7%. |
| <i>Ensure suitable pathways for all school leavers</i> | CS10 | Percentage of Islington school leavers in Year 11 who move into sustained education or training | Report after year end | 98% | 96.7% | 94.4% | |

CRIME & COMMUNITY SAFETY

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|--|--------|---|-----------|----------------|----------------|----------------|--|
| <i>Reduce youth crime and reoffending</i> | CR1 | NEW: Percentage of young people (aged 10-17) triaged that are diverted away from the criminal justice system | Quarterly | 85% | 80% | 86% | MOPAC Target |
| | CR2 | Number of first time entrants into Youth Justice System | Quarterly | 95 or fewer | 102 | 90 | MOPAC Target |
| | CR3 | Percentage of repeat young offenders (under 18s) | Quarterly | 43% or below | 48% | 43% | MOPAC Target |
| | CR4 | NEW: Number of custodial sentences for young offenders | Quarterly | 35 or fewer | 37 | 30 | Islington has a relatively high rate compared to other areas. Our focus is on preventing young people receiving a custodial sentence as future outcomes are worse if they do |
| | CR5 | Number of Islington residents under 25 who receive a substantive outcome (i.e. charge, caution etc.) after committing a violent offence | Quarterly | 329 | 346 | 364 | Target is based on a 5% decrease on 2015/16. This measure only captures those who have received an outcome |
| <i>Increase the number of offenders in Education, Training & Employment</i> | CR6 | NEW: Number of Integrated Offender Management (IOM) cohort in employment | Quarterly | 25 | 25 | 26 | MOPAC Target NB: these will also be included in the Council's Employment support target |
| | CR7 | NEW: Number of IOM cohort in education and training | Quarterly | 25 | 57 | 32 | MOPAC Target |
| <i>Ensure an effective response for victims of crime and anti-social behaviour</i> | CR8 | NEW: Number of repeat ASB complainants to Police and Council | Quarterly | 53 | 55 | 52 | MOPAC Target – Repeat callers are those who call 10 + times, identified through analysis of police 101 & 999 and council ASB line calls |
| | CR9 | Percentage of ASB reports which are responded to, verified and then repeat over the following three months | Quarterly | 38% | 40% | 36% | |
| | CR10 | Percentage of housing ASB cases that result in enforcement action | Quarterly | 35% | 36% | 32% | Enforcement actions include use of Notices Serving Possession, Injunctions, Possession Orders and Eviction Orders as an appropriate action. |

CRIME & COMMUNITY SAFETY (continued)

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|--|--------|---|-----------|----------------|----------------|----------------|--|
| <i>Tackle Violence against Women and Girls (VAWG)</i> | CR11 | NEW: Percentage of repeat victims referred to the Domestic Violence MARAC | Quarterly | 15% | 10.6% | 14.4% | MOPAC Target - linked to Domestic Violence MARAC (Multi-Agency Risk Assessment Conference) |
| | CR12 | NEW: Number of young victims (aged 16 - 18) referred to the MARAC | Quarterly | 10 | 4 | 6 | MOPAC Target |
| | CR13 | NEW: Number of domestic violence perpetrators with complex needs referred to the Domestic Violence MARAC | Quarterly | 72 | 53 | 63 | MOPAC Target |
| | CR14 | NEW: Rate of domestic abuse sanction detections | Quarterly | 40% | 34% | 39% | MOPAC Target |
| Page 11 <i>Tackle hate crime through increased reporting and detection (E)</i> | CR15 | a) Number of Homophobic Offences reported to police (E) | Quarterly | 96 | 87 | 86 | In order to tackle hate crime, we need to encourage people to feel able to report it and, when they do, provide reassurance that more reports will actually result in a detection The targets set for 2016-17 aim for a 10% increase on 2015/16 |
| | | b) Number of Homophobic Offences detected by police (sanction detections) (E) | Quarterly | 30 | 27 | 14 | |
| | CR16 | a) Number of Racist Offences reported to police (E) | Quarterly | 638 | 580 | 517 | |
| | | b) Number of Racist Offences detected by police (sanction detections) (E) | Quarterly | 210 | 191 | 179 | |
| | CR17 | a) Number of Disability Hate Offences reported to police (E) | Quarterly | 19 | 17 | 10 | |
| | | b) Number of Disability Hate Offences detected by police (sanction detections) (E) | Quarterly | 3 | 3 | 0 | |
| | CR18 | a) Number of Faith Hate Crime Offences reported to police (E) | Quarterly | 77 | 70 | 53 | |
| | | b) Number of Faith Hate Crime Offences detected by police (sanction detections) (E) | Quarterly | 19 | 17 | 9 | |

EMPLOYMENT

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|--|--------|--|---------------------------------|-----------------|-----------------------------|-----------------|--|
| <i>Support Islington residents with more complex needs into sustained employment</i> | E1 | a) Total number of people supported into paid work through council activity, with sub-targets for: | Quarterly | 1,100 | 1,153 | 1,023 | The target for 2016-17 is slightly below last year's achievement to reflect a decrease in resources together with a renewed focus on those who face significant barriers into employment. |
| | | b) Islington parents of children aged 0-15 | Quarterly | 385 | 385 | 389 | Individuals can be counted under more than one sub-target e.g. disabled and a parent, or young person and apprentice – but will only be counted once in the overall figure |
| | | c) Young people aged 18-25 | Quarterly | 300 | 342 | 237 | |
| | | d) Disabled people / those with long term health conditions (E) | Quarterly | 200 | 192 | 43 | The overall target and the sub-targets include apprenticeships and offenders from the Integrated Offender Management (IOM) programme |
| | E2 | Percentage of residents supported into paid work through council activity, who remain in employment for at least 26 weeks | Quarterly | 55% | 149 | New indicator | Sustained employment will be measured by contacting clients six months after they've taken up their new job to see if they are still in employment (so anyone not yet in work for 6 months will not be counted in the figure) |
| <i>Increase proportion of disabled people in employment (E)</i> | E3 | Percentage gap between employment rate for residents with long term health conditions and overall Islington employment rate (E) | Annual (1 year + data lag) | 14.2% | tbc (data not yet released) | 17.3% | Data source is the Annual Population Survey of the Labour Force Survey; with substantial lag in reporting. Target is to reduce the gap from 15.7% in 2013-14 to 13.2% by March 2019 |
| | E4 | Number of Islington working age residents claiming Employment Support Allowance or Incapacity Benefit (E) | Quarterly (6 months in arrears) | 12,550 (Nov 16) | 12,620 (Nov 15) | 12,820 (Nov 14) | Equalities target. Aiming to reduce figures to 10,125 by 2019 This was calculated on the Inner London average ESA claimant rate at the time and the size of the reduction Islington would need to achieve to meet this (reduction of 2,695 by 2019) |
| <i>Promote apprenticeships</i> | E5 | Number of people supported into an apprenticeship: | | | | | |
| | | a) Within the council | Quarterly | 50 | 44 | 34 | These targets do not reflect the requirements under the Apprenticeships Levy. This comes into effect from April 2017 and targets for internal and external apprenticeships will reflect the new requirements |
| | | b) With an external employer | Quarterly | 50 | 60 | New indicator | NB: These figures are also included in the overall target of people supported into employment (above) |

ENVIRONMENT & REGENERATION

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|--|--------|---|-----------|----------------|------------------|----------------|---|
| <i>Effective disposal of waste and recycling</i> | ER1 | Percentage of household waste recycled and composted | Monthly | 35.2% | Tbc (mid-August) | 32.8% | Target for 16/17 is a North London Waste Authority (NLWA) target. |
| | ER2 | Number of missed waste collections - domestic and commercial (per calendar month) | Monthly | 450 | 407 | 380 | To put this in context, there are around 2.08 million waste collections each month |
| <i>Deal promptly with planning applications</i> | ER3 | a) Percentage of planning applications determined within the target (majors) | Monthly | 85% | 82.5% | 86.5% | For "others" 85% would place Islington in the (top quartile in London) |
| | | b) Percentage of planning applications determined within the target (minors) | Monthly | 84% | 83.7% | 80.7% | |
| | | c) Percentage of planning applications determined within the target (others) | Monthly | 85% | 86.0% | 86.2% | |
| <i>Promote and increase use of libraries and leisure centres</i> | ER4 | Number of leisure visits | Quarterly | 2.145m | 2.382m | 2.062m | 2% increase on 14/15 baseline and contractual with GLL for 15 years. |
| | ER5 | Number of library visits | Quarterly | 1.021m | 1.021m | 1.073m | 16/17 target is to maintain 15/16 levels. |
| <i>Tackle fuel poverty</i> | ER6 | Residents' energy cost savings (annualised) | Quarterly | £223,500 | £228,000 | £269,770 | The target for 2016/17 reflects an anticipated reduction in Energy Doctor visits (from 800 to 750), and Warm Home Discounts (from 1184 to 800) due to planned Government changes) Referrals to these services are made through SHINE - the Seasonal Health Intervention Network The costs savings are based on an average £90 per household from an Energy Doctor visit and £140 per household from Warm Homes Discount |

RESOURCES: FINANCE, CUSTOMER SERVICES & HR

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|---|--------|--|-----------|----------------|----------------|----------------|---|
| <i>Optimise income collection</i> | R1 | Percentage of council tax collected in year | Monthly | 96.5% | 96.5% | 96.3% | |
| | R2 | Number of council tax payments collected by direct debit | Monthly | 59,000 | 57,354 | 56,101 | |
| | R3 | Percentage of business rates collected in year | Monthly | 99.0% | 99.1% | 99.0% | |
| <i>Improve customer access and experience through appropriate channels</i> | R4 | Number of visits in person at Customer Contact Centre | Monthly | 185,000 | 189,096 | 199,897 | This target aims for a 2.5% reduction in visitor volumes as more residents are encouraged to go online |
| | R5 | Number of telephone calls through Contact Islington call centre | Monthly | 475,000 | 497,530 | 526,993 | This target aims for a 4.5% reduction on 15/16, again reflecting a shift to online transactions |
| | R6 | Number of online transactions | Monthly | 165,000 | 147,159 | 119,267 | The target for 16/17 is a 12% increase in online transactions. This includes transactions through My e-Account, the business portal, housing repairs and the 'Say I do' sites. |
| | R7 | Percentage of calls into Contact Islington handled appropriately | Monthly | 97.0% | 98.0% | 97.0% | 'Appropriately' is based on 10 criteria including questioning skills, listening, being polite and friendly, offering the most appropriate solution, and clearly explaining next steps |
| <i>Fair and effective management of council workforce</i> | R8 | Average number of days lost per year through sickness absence per employee | Quarterly | 6.00 | 7.10 | 6.89 | |
| | R9 | Percentage of workforce who are agency staff | Quarterly | 11.7% | 13.2% | 16.7% | Long term target is to reduce agency staff to 10% by March 2018 |
| <i>Increased representation of BME / disabled staff at senior level (E)</i> | R10 | Percentage of BME staff within the top 5% of earners (E) | Quarterly | 20.6% | 19.6% | 20.0% | Equalities target: Aim is to achieve even progression across all groups by 2019 and to increase the proportion of BME staff in senior management roles. |
| | | Percentage of disabled staff within the top 5% of earners (E) | Quarterly | 4.8% | 3.5% | 4.2% | |

HOUSING

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|---|--------|---|-----------|----------------|----------------|----------------|---|
| <i>Increase the supply of and access to suitable affordable homes</i> | H1 | Number of affordable new council and housing association homes built | Quarterly | 460 | 241 | 252 | Four year target of 2,000 by end of Mar 2019. By affordable housing we mean Social Rented and Shared Ownership |
| | H2 | Number of severely overcrowded households that have been assisted to relieve their overcrowding | Quarterly | 78 | 78 | | This is the same as 2015-16's 'Actual' figure and will be extremely hard to achieve given the reduction in lettings from the forced sale of high value council homes. |
| | H3 | Number of under-occupied households that have downsized | Quarterly | 200 | 179 | 170 | |
| <i>Ensure effective management of council housing stock</i> | H4 | Percentage of LBI repairs fixed first time | Monthly | 85.0% | 84.5% | 90.3% | 'Fixed first time' puts the focus upon resolving repairs in a single visit. |
| | H5 | Major works open over three months as a % of Partners' total completed major works repairs | Monthly | 1.0% | 1.6% | New indicator | We want this to be as near to 0% as possible. We are aiming for all major works by Partners to be completed in 3 months |
| | H6 | a) Rent arrears as a proportion of the rent roll - LBI | Monthly | 2.0% | 1.7% | 1.8% | |
| | | b) Rent arrears as a proportion of the rent roll - Partners | Monthly | 2.0% | 2.2% | 2.3% | |
| <i>Reduce homelessness</i> | H7 | Number of households accepted as homeless | Monthly | 400 | 375 | 396 | |
| | H8 | Number of households in nightly-booked temporary accommodation | Monthly | 400 | 500 | 457 | |

PUBLIC HEALTH

| Objective | PI No. | Indicator | Frequency | 2016/17 Target | 2015/16 Actual | 2014/15 Actual | Comments |
|---|--------|---|--------------------------------|----------------|----------------|----------------|--|
| <i>Promote wellbeing in early years</i> | PH1 | NEW: Proportion of new births that received a health visit | Quarterly | 90% | 91.8% (Q3) | New indicator | In 2016, responsibility for health visits moved from the NHS to local authorities |
| | PH2 | a) Proportion of children who have received the first dose of MMR vaccine by 2 years old | Quarterly | 95% | 89% (Q3) | 93.6% | |
| | | b) Proportion of children who have received two doses of MMR vaccine by 5 years old | Quarterly | 95% | 88% (Q3) | 89.7% | |
| <i>Reduce prevalence of smoking</i> | PH3 | a) Number of smokers accessing stop smoking services | Quarterly | 1,400 | 1,682 (Q3) | 2,762 | The lower target reflects the decrease of the value of the contract while new service is being shaped. |
| | | b) Percentage of smokers using stop smoking services who stop smoking (measured at four weeks after quit date) | Quarterly | 49% | 49% (Q3) | 46% | The target is an average across different strands of the programme. The rate was reduced due to the decrease of the value of the contract while a new service offer is being shaped. |
| <i>Early detection of health risks</i> | PH4 | a) Percentage of eligible population (35-74) who have been offered an NHS Health Check | Quarterly | 20.0% | 29.0% | 22.5% | This is a five year rolling programme – aiming at 20% of the eligible population each year. |
| | | b) Percentage of those invited who take up the offer of an NHS Health Check | Quarterly | 66.0% | 52.0% | 66.9% | This is an aspirational target, set nationally. |
| <i>Tackle mental health issues</i> | PH5 | a) Number of people entering treatment with the IAPT (Improving Access to Psychological Therapies) service | Quarterly | 4,655 | 5,357 | 4,534 | |
| | | b) Percentage of those entering IAPT treatment who recover | Quarterly | 50% | 48% | New indicator | |
| <i>Effective treatment for substance misuse</i> | PH6 | Percentage of drug users in drug treatment during the year, who successfully complete treatment and do not re-present within 6 months of treatment exit | Quarterly (with 6 month delay) | 20% | 18.1% | New indicator | |
| | | Percentage of alcohol users who successfully complete the treatment plan | Quarterly | 42% | 40.1% | New indicator | |
| <i>Improve sexual health</i> | PH7 | NEW: Proportion of adults with a late diagnosis of HIV | Quarterly | 25% | N/A | N/A | This measures the success of our sexual health services in encouraging people to have HIV tests, to reduce late diagnosis for HIV. |

**DRAFT WORK PROGRAMME
ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE
2016/17**

3 November 2016

- 1) Performance Indicator Report – Quarter 1
- 2) Flood preparedness presentation
- 3) Work Programme

5 December 2016

- 1) Promoting the use of electric vehicles presentation
- 2) Work Programme

23 January 2017

- 1) Performance Indicator Report – Quarter 2
- 2) The progress of the installation of PV solar panels on council buildings presentation
- 3) Work Programme

9 March 2017

- 1) Community Energy report back
- 2) Presentation on the use of barbecues in public open spaces
- 3) Work Programme

25 April 2017

- 1) Executive Member Annual Report
- 2) Performance Indicator Report – Quarter 3
- 3) Work Programme

25 May 2017

- 1) Work Programme

Visits To Be Undertaken During The Year

- 1) Gillespie Park – In Spring 2017
- 2) Bunhill Heat and Power Energy Centre – 3pm on 25 November 2016

Topics To Be Considered For The Allocation of Committee Time During The Year Subject To The Progress Of The Work Programme

- 1) The Mayor of London's 'Energy for Londoner' proposals
- 2) The Ultra Low Emission Zone consultation

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